



first direct arena

Accessibility Guide

Working together to provide an outstanding experience.

This guide is designed to assist guests who have accessible requirements enjoy their visit to the **first direct** arena.

How To Book



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You can book your tickets online at www.firstdirectarena.com.

For assistance booking online, please submit a request to AXS [here](#) and choose 'Accessibility' as the contact reason.

Booking in person: at the ticket office located at the arena. The ticket office opens 1 hour before the doors open on show days.

A free essential companion ticket is available for guests who require an assistant.

Seating



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The arena auditorium has been specifically designed with accessible platforms on level access without any stairs or ramps.

There is a platform of seating across blocks 101-104 and blocks 106-109 which is suitable for wheelchair users and guests who require step-free access, alongside their companion.

Access to the upper tier of seating (BLK 321 and above) may require the negotiation of steep steps and so may not be suitable for some people with mobility problems, the front of BLK 321 is 19m from ground level and rises to 29m at the rear of the block.

Seating



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Seat width are as follows:

1. **Seat floor blocks A-P**, seat width 42cm with no armrest
2. **Seated Blocks 101-333**, seat width 46cm, with armrests that don't move
3. **Seats on the accessible platform**, seat width 44cm with no armrest

When booking please make AXS staff aware of any access requirements to ensure they secure the most suitable seats for you, by submitting a request to AXS [here](#) and selecting 'Accessibility' as the contact reason.

Car Parking



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On-street disabled persons parking spaces are available at:

- Elmwood Close (9 spaces) – Approximately 136 metres from doors.
- Tower House Street (7 spaces) – Approximately 180 metres from doors.
- Jacob Street (2 spaces) – Approximately 160 metres from doors.

An accessible minibus parking space (subject to availability) is available on Brunswick Terrace.

There are also accessible car park bays in both Woodhouse Lane and Merrion centre car park.

Public Transport



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Rail: Leeds Station is located approximately 0.7 miles away from the arena and is equipped with accessible ticket machines, an accessible ticket counter, an induction loop, ramps for access, assistance to and from platforms, disabled toilets and lifts or level access to the platform.

Coach: National Express operates four Leeds bus and coach stations with the Dyer Street Coach Station. They have a dedicated team to help accessible customers, who can be reached over the via 08717 81 81 79 and selecting option 4. More information can also be found on the National Express website at: www.nationalexpress.com.

Bus: There are several First Bus services that run from Leeds Bus Station to the arena, including the number 6, 8, 27 and 28, as well as the 1 and 1B from near Leeds Train Station. These all stop on Woodhouse Lane, which is around 350 metres from the venue's main doors. For information on timetables, visit www.wymetro.com.

Entrance



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All front entrance points are accessible and are staffed throughout the event by venue safety stewards. Please speak to any member of staff if you have any questions.

On entering the venue through our accessible entrance, you will receive a leaflet explaining our emergency procedures.



first direct arena has been designed to be accessible to everyone. If the information you require is not listed below, please contact our Accessibility co-ordinator by emailing accessibility@firstdirectarena.com

Entrance



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The following provisions have been made in terms of entrance arrangements:

- Lifts are available to take you down to floor seating Blocks A onwards, up to level 2 Blocks 101 – 109, 210 - 220 and up to level 4 Blocks 321 - 333.
- Escalators are also available up to level's 2 – 4, Blocks 101 - 109, 210 - 220 & 321 - 333.
- Wheelchairs are available to borrow on entry for short distances to your seat (subject to availability). We can also store your own wheelchair for the duration of the event at our information point.

An Accessible Entrance is to the right of our main doors; the queue here is often quieter than the main entrance, and it's the closest entrance to the lift.

On The Night



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If you require assistance after arriving at the venue, please make your way to our customer information point, or ask any of our stewards.

We have dedicated accessible stewards on every event who will be wearing a blue tabard.

If you have any further entry requirements, e.g. using portable oxygen, bringing medication into the venue, or dietary requirements that cannot be met by the venue, please email accessibility@firstdirectarena.com in advance.

Assistance Dogs



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Assistance Dogs are also welcome in the arena.

A number of seats in the arena do incorporate extra space to the front of them, should you want your assistance dog with you in the arena.

An extra area will be allocated for your assistance dog toilet, please ask a member of staff for information.

Visual Impairment



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Seats are reserved close to the stage/performance area for visually impaired guests – The exact location of these seats varies for each show, but they are generally as close to the stage as possible.

Guide dogs are welcome in the arena. A number of seats in the arena do incorporate extra space to the front of them, should you want your assistance dog with you in the arena.

An extra area will be allocated for your assistance dog toilet, please ask a member of staff for information.

Toilets



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Accessible toilets are available on all levels of the Arena, with the majority of these being RADAR key operated.

In addition to these, ambulant accessible toilets, which are slightly larger than standard toilet cubicles, have an outward opening door, and grab rails. These are available within the main male and female toilet provisions on all concourse levels.

For directions or assistance please ask a member of our stewarding team.

Changing Places Facility



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A changing Places Facility is provided near our ground floor concourse. This is a facility for people who need extra facilities to allow them to use the toilet comfortably.

The Changing Places Toilet at the first direct arena incorporates:

- Height adjustable adult sized changing bench.
- Tracking hoist system
- Height adjustable basin
- Centrally placed toilet.
- Adequate space for a disabled person and up to two companions.
- Large waste bin.

The Changing Places Toilet is locked using a RADAR lock. Please note that sling for the hoist system is not provided. Further information on this facility can be provided if required.

Food and Concessionary



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External food and beverages are not permitted to be brought inside the arena unless you have a valid medical exemption or need to bring baby milk.

Food and beverages are available at our concessionary stands, which are located on each concourse in the arena; these are fully accessible with a low counter.

Our merchandise stands are also equipped with a low counter for accessible guests.

There are no priority queues for any kiosks or stands, but please speak to a member of staff if you struggle with queuing and require any assistance.

Facilities for people who are deaf and/or hard of Hearing



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An RF induction loop is installed which gives coverage throughout the Arena. Customers are advised to go to the Information Desk, which is in the main atrium by the main doors, on arrival for a receiver.

Customers that require a BSL interpreter, audio description, or other facilities of this nature can request one by contacting the first direct arena accessibility team at accessibility@firstdirectarena.com as soon as possible and the arena team will endeavour to make those arrangements.



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If you have any further questions which are not in the pamphlet or would like any of the information in an alternative format, please email

accessibility@firstdirectarena.com

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Arena Way

Clay Pit Lane

Leeds

LS2 8BY